

## Frequently Asked Questions (FAQs) Permanent Supportive Housing

- 1. If in the transition from LTPCS to CCW, a client loses hours due to adding the PSH units, is that appealable?**  
No. However, a client could refuse to transition. This is not to be encouraged.
- 2. When should support coordinators expect to see linkages?**  
support coordinators should expect linkages to start coming in the first week of October and continue throughout the months of October, November, December and early January.
- 3. Will support coordinators' timelines be the same as regular CCW and ADHC linkages?**  
Yes, timelines will remain the same as for typical CCW and ADHC linkages.
- 4. Can the participant continue with the current PSH provider even though this PSH provider is not on the FOC?**  
Yes, the current PSH provider can continue even if they are not on the FOC list. The SC needs to document that the participant chose that provider.
- 5. What are the services provided to recipients from PSH besides providing housing unit?** PSH providers will do a housing support plan and assist with anything needed to maintain successful housing.
- 6. Will participants be transitioned into the waiver program who do not meet LOC, and will they still be eligible for PSH?**  
No one will be transitioned to CCW without meeting LOC. If they do not meet LOC, OAAS needs to know. They will not lose housing, but cannot be transitioned into the waiver.
- 7. How does a support coordinator determine what to put in the budget?**  
Include PAS, Housing Stabilization Services, and SC in the budget. Housing Stabilization services should be authorized for 168 units per plan of care year. Stay as budget neutral as possible.
- 8. How will CIRs be affected?**  
There is no change in how CIRs will be handled by support coordinators or by PSH providers. PSH providers will not participate in the OAAS CIR system, but will continue to report housing incidents to the PSH program director. Good communication should take place between the SC and the PSH provider. The PSH provider would need to be notified of any incident that may affect the stability of the housing -- i.e., long-term hospital stays -- and PSH providers need to inform SCs of housing crises impacting health and welfare or the plan of care.
- 9. Are SCs monitoring monthly?**  
Yes, SCs contact all waiver participants monthly and document information gained from the monthly call on form OAAS-PF-12-013. If the participant is having problems with receipt of PSH services, the SC will document "Yes" in response to SCD question number 1: "Has the participant had problems receiving services as written in the Plan of Care?" and provide details in Section D.

## **Frequently Asked Questions (FAQs) Permanent Supportive Housing**

### **10. Upon System Selection, what are the steps when PSH services are to be provided under an OAAS or OCDD waiver?**

When a person is system selected from the PSH waiting list, these are the steps:

- a. Louisiana Housing Corporation (LHC) sends Magellan the list of individuals who are system selected.
- b. Magellan checks for 1915(i) status.
- c. Magellan sends Caroline at the DHH/PSH Program Office a lists showing which system selected individuals are receiving 1915(i) and which are not.
- d. Caroline checks the non 1915(i) individuals to see if they are receiving LTPCS or OAAS/OCDD waiver services.
- e. Caroline notifies appropriate office – either OAAS or OCDD – that a person in one of their programs has been system selected.
- f. OAAS or OCDD arrange to have a waiver support coordinator assigned to the individual and notify the support coordination agency that they person needs to select a PSH provider and have those services included in their Plan of Care.
- g. Waiver support coordinators meet with the individual to offer Freedom of Choice of PSH provider.
- h. Once selected, the PSH provider is notified by the support coordination agency by fax, phone call, or e-mail.
- i. PSH provider must provide verbal or written confirmation that they accept the referral.
- j. Waiver support coordinator adds PSH services to the participant's Plan of Care and submits to SRI.
- k. SRI authorizes PSH services and posts the Prior Authorization to the PSH Provider.
- l. Caroline notifies Magellan of PSH provider choice.
- m. PSH provider receives Prior Authorization from SRI and should begin pre-tenancy activities.
- n. Magellan provides selected PSH provider with participant's application and any supporting documentation.

### **11. What is the process for submitting a PSH application for someone who is transitioning out of a nursing facility?**

These cases are referred to as Institutional Preference (IP) cases. These applications should be submitted to OAAS State Office first. State Office will then forward the application to Magellan as appropriate. Transition Coordinators should not submit applications directly to Magellan.

### **12. If a provider does not currently provide CCW, do they have to independently apply to do so?**

Yes, they will have to enroll. Enrollment will be done during the upcoming PSH provider training on October 24th.

### **13. When can the PSH providers begin billing for reimbursement under the CCW?**

## **Frequently Asked Questions (FAQs) Permanent Supportive Housing**

As soon as (1) the recipient has an approved plan of care and PA has been issued; and (2) the PSH provider is enrolled as a provider for CCW. We anticipate that PSH providers may begin billing under CCW as early as November.

**14. Are the rates for CCW services similar to the 1915i rates?**

The CCW rate is \$15.11 per 15 minute unit of service.

**15. Are the PSH provider qualifications the same for 1915i and CCW?**

Yes.

**16. Do PSH providers bill Molina for claims?**

Yes, for the CCW participants. For 1915i participants, bill Magellan.

**17. What is deemed a crisis with PSH?**

A crisis is when a recipient is in danger of losing their housing for any reason.

**18. If issues arise between the SC and PSH provider that they cannot resolve, who do they contact?**

They may seek consultation from the OAAS Regional Office manager.

**19. Who will notify Magellan when an individual has been transitioned to waiver and their billing should no longer go to Magellan?**

OAAS will notify Magellan.